

TAOP TRICARE Advanced Course 2010

TRICARE Systems





TRICARE Systems

Objectives



- ☐ Assistance Reporting Tool (ART)
- ☐ TRICARE4U
- ☐ TRICARE Online – Enterprise Wide Referral & Authorization System (EWRAS) AKA: ENAS
- ☐ Move It System



TRICARE Systems



Assistance Reporting Tool (ART)



TRICARE Systems ART



- ☐ Login regularly. Will ensure that your account does not get deactivated (Not logging in for 90 days) & your name remains available for referring cases
- ☐ *Include NAS Issuance # when returning authorization cases to TAOP*
- ☐ Request open cases to be transferred to the incoming POC and your account to be closed before departing.
- ☐ Can now login via CAC card.
- ☐ Technical issues? Login issues? Case transfer requests? Contact the ART Team:
bcacdcao@tma.osd.mil
- ☐ Reference & training manuals...



TRICARE Systems ART




Welcome to the ART Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://art.tma.osd.mil/Art/Default.aspx> Go Links »

FOR OFFICIAL USE ONLY

This document may contain information covered under the Privacy Act, 5 USC 552(a), and/or the Health Insurance Portability and Accountability Act (PL 104-191) and its various implementing regulations and must be protected in accordance with those provisions. Healthcare information is personal and sensitive and must be treated accordingly. If this correspondence contains healthcare information, it is being provided to you after appropriate authorization from the patient or under circumstances that don't require patient authorization. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Redisclosure without additional patient consent or as permitted by law is prohibited. Unauthorized redisclosure or failure to maintain confidentiality subjects you to application of appropriate sanction. If you have received this correspondence in error, please notify the sender at once and destroy any copies you have made.



Assistant Supporting Tool & DCAO Portal

Christopher Chapman Thu May 06 07:32:01 2010

Home | Reports | **Reference Materials** | Links | FAQs

Messages Pending Cases Refer

Case	Name	Date Contacted
187003	conde, aparicion	11/28/07
189281	Capili, John	12/12/07
190910	Allen, Helena	12/27/07
192315	Dycus, Elzbeth	01/08/08
195547	Rodis, Nenita	01/28/08
195533	Hildebrandt, Ian	01/27/08
195769	Myers, George	01/29/08
196520	Root, Emily	01/31/08
197231	Villanueva, Andrea	02/06/08
204316	Napatang, Wilfredo	02/12/08

57/30 12/01/08
571/30 11/17/08
569/30 11/20/08
565/30 11/18/08
561/30 11/18/08

1 2 3 4 5 6 7 8 9 10 ...

Reference Materials

- [Notice of Privacy Practices Military Health System, April 14, 2003](#)
- [ART Access & BCAC/DCAO Directory Request Form \(Word\)](#)
- [ART Login Cheat Sheet \(PDF\)](#)
- [ART Module 1 How to Log In \(PDF\)](#)
- [ART Module 2 Navigation \(PDF\)](#)
- [ART Module 3 Search Feature \(PDF\)](#)
- [ART Module - How to Log In to the Training Site \(PDF\)](#)
- [ART - List of Main Topics Subtopics and Details \(PDF\)](#)
- [DoD Instruction 6015.23 – BCAC Roles and Responsibilities](#)
- [DCAO Implementation and Training Guide \(PDF\)](#)

Session Time Remaining: 15:33

You have 60 days left before you have to change your password.

[Change Password](#) | Copyright © 2004. **TRICARE**. All rights reserved.

FOR OFFICIAL USE ONLY

This document may contain information covered under the Privacy Act, 5 USC 552(a), and/or the Health Insurance Portability and Accountability Act (PL 104-191) and its various implementing regulations and must be protected in accordance with those provisions. Healthcare information is personal and sensitive and must be treated accordingly. If this correspondence contains healthcare information, it is being provided to you after appropriate authorization from the patient or under circumstances that don't require patient authorization. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Redisclosure without additional patient consent or as permitted by law is prohibited. Unauthorized redisclosure or failure to maintain confidentiality subjects you to application of appropriate sanction. If you have received this correspondence in error, please notify the sender at once and destroy any copies you have made.

Done Internet



TRICARE Systems



TRICARE4U



TRICARE Systems

TRICARE4U



- ☐ Not only for checking status of & researching claims; can also be used to:
 - Check eligibility
 - Check OHI coverage
 - Check out-of-pocket expenses (Cost-shares/Deductible and Catastrophic Cap)
 - Download various TRICARE related forms such as the Third Party Liability form, OHI Questionnaire, Authorization to Disclose form, etc.
 - Securely contact WPS' customer service department.
- ☐ Beneficiaries can register for their own account
 - All claims for FM's > 18 years will not appear under the sponsor's account; they will need to register for their own account
 - Beneficiary & provider registration walkthroughs available: **Help the beneficiaries help themselves**



TRICARE Systems



**TRICARE Online - Enterprise
Wide Referral &
Authorization System
(EWRAS) AKA: ENAS**



TRICARE Systems ENAS



No Longer Being Used



TRICARE Systems



Move It System



TRICARE Systems

Move It System



No Longer Being Used



TRICARE Systems Questions





TRICARE Systems

ENAS



- ☐ 4 types of authorizations:
 - 30 Day-Good for 30 days from date of admission
 - Chronic Care-Good for 1 year from the date of admission
 - Retroactive-Valid for 1 specified past date of admission
 - Retroactive Chronic Care-Valid for 1 year from date of admission
- ☐ Search for authorizations using patient's SSN, not the sponsor's; unless the sponsor is the patient ;)
- ☐ Trouble creating an account or logging in? Contact your local system administrator.
- ☐ Technical Issues? Contact OCONUS CS:
 - Japan: 00531-1-20743; S Korea 550-6474; Guam; 1-866-637-8725
 - *You must request "Tier 2" support!*



TRICARE Systems

ENAS



- ❑ Self-paced NAS training available at MHS Learn:
 - https://mhslearn.csd.disa.mil/ilearn/en/learner/mhs/portal/mhsstaff_login.jsp
 - *MTF System Administrator/Appointing Supervisor – 60mins*
 - *NAS Originator and Reviewer – 45mins*
 - *NAS Rules Manager – 30mins*



TRICARE Systems

Move It System



- ☐ Reprocess claims denied for lack of authorization
 - ADSM denied claims
 - ADFM POS claims (Codes 303 & 307 only)
- ☐ Each designated MTF POC receives weekly notification from WPS via email to download their MTF's denied claims list
- ☐ Once care has been authorized, the lists are forwarded to TAOP where they are consolidated, compiled & forwarded to WPS for adjustment/reprocessing
 - No action taken on denied claims where no authorization is annotated. Denied claims only sent once by WPS.
- ☐ Approx 4-6 weeks for claims to be adjusted & reprocessed
- ☐ POC's responsibility to monitor status of these claims in TRICARE4U
- ☐ Technical issue? Forgot login/password? Need training? Contact TAOP